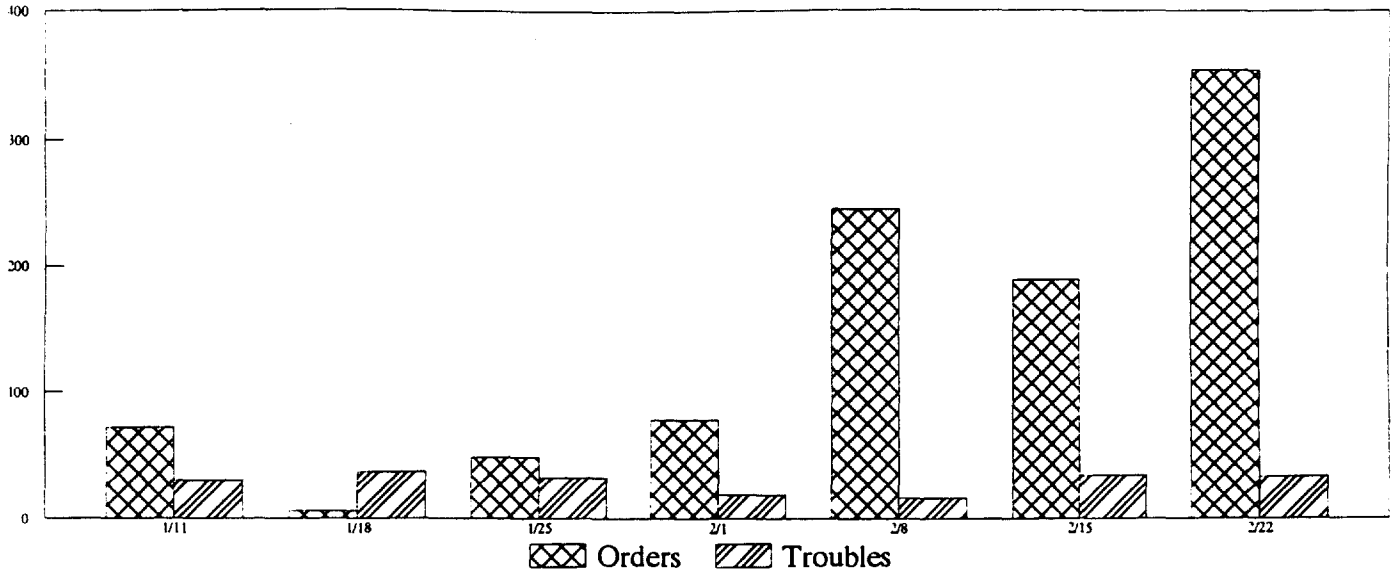
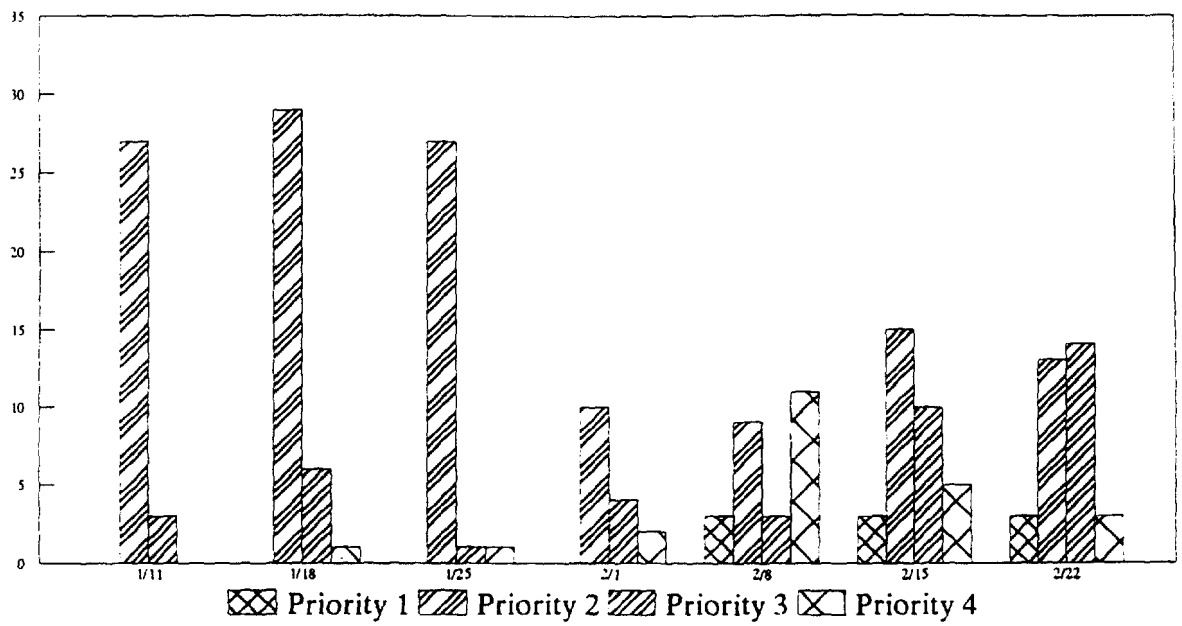
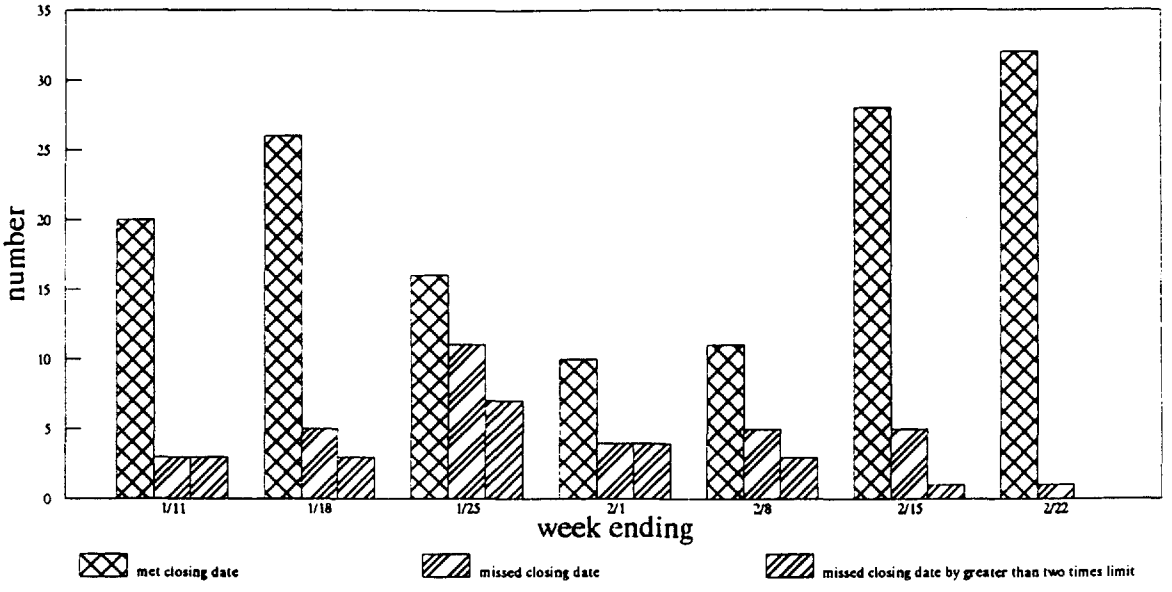
Trouble Reports to Order Volume



Ordering Troubles by Priority



Troubles Cleared



Double Billing

I. Chronology

12/5/96 - AIT notified that retail unit still had visibility to end-user acct after completion notice sent to MCI on 12/2. AIT knew order errored out in billing process due to system bug.

12/19/96 - Test orders finally make it through AIT billing system. AIT tables inproperly updated. Took 2 weeks to find error and fully correct.

2/6/97 - MCI brings up the issue of possible double billing due to orders erroring out in billing system. AIT confirms that this could happen.

4/26/97 - Reporting requirements submitted to AIT to help MCI monitor the situation. Still no response or reports.

5/13/97 - Letter sent to MCI outlining action plan to help double billing issue (5 1/2 months after problem first identified, 3 months after repercussions of issue identified)

II. Examples

TN - Telephone Number
COMP - Completion Date sent to MCI
BILL - Date Order is updated to AIT's Billing system

	TN	NAME	COMP	BILL
1)	616 245-3341	Judy DeYoung	2/20	5/22
2	414 258-7220		3/5	4/13

TN	NAME	ORDER #	COMP. DATE	BILL DATE
3) 847 266-1929	Christopher Plowman	C0675010307	3/5/97	5/19/97
4) 847 998-9603	M. N. Herrmann	C0675010189	2/25/97	4/25/97
5) 773 268-0555	Betty Turner	C0675010257	3/3/97	5/22/97
6) 847 549-8418	Manuel Ballestero	C0675010190	2/25/97	4/7/97
7) 815 626-2743	Max Johnson	C0675010191	2/24/97	5/1/97
8) 815 477-0801	Peter Priepke	C0735000326	3/7/97	5/22/97
815 477-7607	Peter Priepke			

NAME	TN	BILLS RECEIVED
9) Robinson, Wayne	216-238-1811	2-28 March/April (dir. debit)

	216-572-5989	2-28	March/April
10) Butler, P.	216-354-6060	2-28	March
11) Voigt, Nancy	614-771-0714	3-07	March
12) Schaffer, Jerry	313-381-4969	3-20	April and May
13) Schaffer, Jerry	313-381-9798	3-28	April and May
14) Kathy Kuse	216-524-0855	2-18	March, April
15) Bob Carlson	614-529-8991	3-07	March

NAME	TN	STATUS	
16) Eric Gambill	317-788-9668	3-20	Not converted as of 4/8
17) Michael Cummins	937-294-3713	3-12	Not converted as of 3/28
18) MCI Test Lines	630-455-1277	12/2	Converted 12/19
19) Joy Howard	216-397-8227	2-28	March, April
20) Joy Howard	216-397-0650	2-28	March, April

III. Inadequacies of AIT action plan To Address Double Billing

---

- Still highly manual. Reps need to go in and manually update customer acct.
- Does not address when large volumes of orders error out due to a system bug. MCI has encountered 2 system bugs (that we know about) that has caused our orders to error out. System bugs take much longer to fix and could delay the processing of orders for many days to weeks. It took AIT 2 1/2 months to identify and correct the last system bug in AIIS that caused most of MCI orders to error out in billing system.
- Does not address the issue of AIT retail marketing to MCI customers while the order is in an error status in billing system (3E status).
- It does not address the fact that customer usage will be delayed until the error is cleared from 3E status. This could cause MCI to have to back bill customers for delayed usage.
- AIT has not yet provided any reporting to MCI to help monitor the situation. We do not know how many of our orders error out.

MCI Telecommunications
Corporation

Northern Carrier Management
205 North Michigan Avenue
Suite 3700
Chicago, IL 60601

April 24, 1997

Mr. Ted Edwards
Vice President of Sales
Ameritech Industry Information Services
350 North Orleans Street, 3rd Floor
Chicago, IL 60654

Dear Ted,

As you are aware, MCIm started offering its resale service in Illinois this past Monday 4/21/97. We acknowledge your commitment to work together to resolve OSS issues/problems, and urgently need your assistance to resolve one that has not been addressed adequately.

Since last December, MCIm has been trying to overcome an Ameritech process error that has caused an array of problems including (1) MCIm customers being double billed (by MCIm and AIT for the same period); (2) MCIm resold customers remaining visible to AIT's retail services employees; (3) customer daily usage data not being sent to MCIm; and (4) post-sale CSRs not available to MCIm's customer service representatives. This issue has been raised on numerous occasions by Ali Miller during joint MCI/AIIS weekly conference calls, and most recently, by Ann Peterson who worked with AIIS's Mike Murray on several system problems uncovered during the beta testing.

In essence, the current Ameritech system process allows an order to be completed in the ordering system but then (due to current and future unknown errors) drops the order out of the system before it completes (out) in billing. As a result, all of the aforementioned problems arise and are unacceptable. I am requesting that you take the necessary steps required to develop a process to resolve this issue. The process developed should provide a complete notification to MCIm with absolute certainty that a resold customer has been migrated in both the ordering and billing systems.

I understand that some of the individual errors causing these problems have been identified and fixed, leading us each time to believe the problem has finally been resolved. However, it has become apparent that these fixes are only addressing the symptoms while the root cause (premature completion notification) remains unaddressed. Your investigation and proposed Plan of Action to comprehensively resolve this problem is needed.

Please contact me directly at 312-470-4633 if you have any questions. Questions of a technical nature regarding this issue should be directed to Ali Miller at 303-291-6337, but please do not hesitate to get me involved, as required.

Sincerely,

Dick Powell
Director

out, we will still be vulnerable to double billing.

I have asked Ameritech to provide us reporting on the number of our orders that are out of their billing process so that we can get a feel for the magnitude of this problem. If we have the appropriate reporting, we can monitor the situation and not wait for customers calling in complaining before we know there is another problem. We will have to keep on top of them to get these reports.

Ameritech has asked that we try this process for a while to see if it works. If it does not work, they will look at other options.

If anyone has any questions, please feel free to give me a call.

Ali

Forwarded message:

Date: Tue, 13 May 1997 19:34:48 +0000
From: "Michael D. Murray " <MICHAEL.D.MURRAY@x400gw.ameritech.com>
Subject: Double Billing Action Plan
To: Ali.R.Miller@mci.com
Message-Id: <E514ZWVMILNHB@MHS>

VIA E-Mail and US Mail

May 12, 1997

Ms. Ali Miller
707 17TH Street
Denver, CO 80202

Dear Ali,

This letter is intended to provide additional details on the action plans Ameritech has developed to address billing issues. We recognize that there have been situations where service orders, that have errored in our legacy billing system, resulted in Ameritech bills being sent to end users after the account has migrated to MCI.

Our overall goal is to improve the accuracy of all service orders being processed. In order to achieve this goal, we have initiated additional training for our service representatives as we identify practices that generate these fallout conditions. We have also implemented new edits in our mechanized processes that will increase accuracy and ensure that those orders which "flow through" are also without error.

We believe that there will always be a small percentage of orders

which error. To that end, we have dedicated resources whose primary responsibility is the monitoring and resolution of error conditions as soon as they are identified.

Our plan to address the end user impacts involves several steps: First, we are putting a process in place to hold all bills from being mailed whenever an order is in an error condition. Our service center will receive those bills and hold them until the error condition is resolved. They will then be responsible to see that the appropriate credits have been applied in advance of mailing the final bill to the customer. This mailing will include a letter explaining the final bill.

Second, whenever we identify an order which is in error, we will mark the customer record such that the Ameritech Retail unit can recognize the situation. They will then be better prepared to answer questions regarding Ameritech billing.

Finally, we will flag these accounts in order to prevent any collections activity from occurring. This will eliminate any concern that end users may be disconnected for non-payment.

We have targeted the week of May 12 for implementation of these measures. Once fully implemented, we will complete an analysis of those service orders completed to date. With this analysis in hand, we will be able to work with you to address any adjustment concerns that you may have. A complete list of the accounts that you feel were wrongly billed by Ameritech will be required in order to complete this investigation.

I believe that the process described here will address the billing issues to your satisfaction. Please feel free to direct questions or comments on this issue to me at (312) 335-7340 or to Dora Ross at (312) 335-6547.

Michael Murray
Service Manager

cc: Dennis Wall, MCI

Warren Mickens, AIIS
Sal Fioretti, AIIS
Dora Ross, AIIS

------- FORWARD, End of original message -------

Date: Sun May 2[illegible] 1997 10:0[illegible] pm CDT
Source-Date: Sun, 25 May 1997 [illegible]1:35 -0600 (MDT)
[illegible]m: Ali R Mille[illegible]
EMS: INNERMA[illegible] / MCI ID: 208-7612
MBX: Ali.R.Mi[illegible]r@MCI.Com

TO: Eugene Willi[illegible]ms / MCI ID: 331-5161
TO: JULIE M PU[illegible]EY / MC[illegible]ID: 214-9522
TO: * Ann Lovic[illegible] Peterson [illegible] MCI ID: 301-5926
Subject: Re: Doub[illegible]e Billing Ac[illegible]ion Plan
Message-Id: 9705[illegible]503083889/INTER[illegible]TGWDG2IG
Source-Msg-Id: [illegible]19970526030450.AAD[illegible]0112@localHost>
U-X-Mailer: Ma[illegible]lRoom v2.0b

Forwarded message:

Date: Tue, 13 May 1997 17:10 -0600 (MDT)
From: Ali Miller <Ali.R.Miller@mci.com>
To: "Michael D. Murray " <MICHAEL.D.MURRAY@x400gw.ameritech.com>
CC: Dennis Wall <Dennis.Wall@MCI.Com>,
Tina Liapis <Tina.Liapis@MCI.Com>
Subject: Re: Double Billing Action Plan

Mike,

As we discussed earlier, I still have concerns with the manual nature of this process. This is definitely an improvement over the current process but I am still not convinced that double billing will be completely eliminated. This may be completely adequate to fix orders that are due to rep errors, but what happens when there is a system bug that causes large volumes of orders to error out as we just experienced? Because this is manual, we will not be much better off than we are today.

We can definitely monitor the situation for a while to see if this will be adequate. To do this, though, we will need reporting on the number of orders that error out in your billing process. We would need the number of MCI orders and their PONS and perhaps the total number of orders for all CLECs that error out.

I imagine some of the reporting rqts that I sent to you earlier would still apply.

Thank you for responding to our concerns and we will wait to hear from you about the reporting requirements.

Ali

Date: Tue, 13 May [illegible]997 19:34:48 +0000
From: "Michael D. [illegible]urray " <MICHAEL.D.MURRAY@x400gw.ameritech.com>
Subject: Double [illegible]ng Action Plan
T[illegible] Ali.R.Mille[illegible]@mci.[illegible]m
Message-Id: <[illegible]514ZWVMIL[illegible]B@MHS>

Date: Mon May 19, 1997 10:59 am EDT
From: Carol KIRKLAND / MCI ID: 213-3215

TO: * Sandra Sheldon / MCI ID: 202-6853
CC: Therese Fauerbach / MCI ID: 282-4763
CC: Eugene Williams / MCI ID: 331-5161
CC: Carol KIRKLAND / MCI ID: 213-3215
Subject: Fwd: Double Billing Action Plan
Message-Id: 9705191[illegible]0/0002133215DC1EM

-- [From: Carol Kirkland * EMC.Ver #3.2] --

Ameritech letter for Web Page below.

ck
------- FORWARD, Original message follows -------

Date: Monday, 19-May-97 [illegible]:52 AM

From: Eugene Williams \ MCI Mail: (Eugene Williams / MCI ID: 331-5161)
To: Kyshia Hamilton \ MCI Mail: (669-4940)
To: Carol Kirkland \ MCI Mail: (CKIRKLAND / MCI ID: 213-3215)
cc: Therese Fauerbach \ MCI Mail: (282-4763)

Subject: Double Billing Action Plan

PLEASE file this letter immediately in our AMERITECH file book.

Gene

Date: Tue May 13, 1997 05:09 pm CDT
Source-Date: Tue, 13 May 1997 17:02 -0600 (MDT)
From: Ali R Miller
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Ali.R.Miller@MCI.Com

TO: Cathy.Castorena
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Cathy.Castorena@MCI.Com
TO: Tina Liapis / MCI ID: 442-9427
TO: Betsy Hampton / MCI ID: 212-7606
TO: Betty L. Johnson / MCI ID: 320-0832
TO: Caren Yusem / MCI ID: 625-3893
TO: CJ Bordwell / MCI ID: 212-8112
TO: Dana Ehrlich / MCI ID: 544-7787
TO: Darrell Townsley / MCI ID: 202-2203
TO: Deb Hayward
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Deb.Hayward@MCI.Com
TO: Deborah McManus / MCI ID: 586-6643
TO: Dennis Wall / MCI ID: 271-4565
TO: Diane Boom / MCI ID: 215-5506
TO: Dick Powell / MCI ID: 437-0185

TO: Frances Callicutt-Carr / MCI ID: 453-9939
TO: Eugene Williams / MCI ID: 331-5161
TO: Ginger Allen / MCI ID: 376-0668
TO: Jill Helou / MCI ID: 217-5907
TO: Joan Campion / MCI ID: 477-2677
TO: Judy Cleland / MCI ID: 207-5785
TO: Karen Buelow
EMS: INNERMAIL / MCI ID: 208-7612
MBX: BuelowK@worldnet.att.net
TO: Katherine Cary / MCI ID: 473-8790
TO: Kevin Biggs / MCI ID: 382-7880
TO: Kevin Zehnder
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Kevin.Zehnder@MCI.Com
TO: Laura L. Dex / MCI ID: 216-4498
TO: Lavina Lissenburg / MCI ID: 259-9562
TO: "Loren.Pfau"
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Loren.Pfau@MCI.Com
TO: "Martin J. Stadelmaier"
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Martin.J.Stadelmaier@MCI.Com
TO: Mary H. Burrows / MCI ID: 300-4311
TO: Matt Berns / MCI ID: 211-8917
TO: Michelle R. Coughlin / MCI ID: 748-0818
TO: "Michael.L.Hussey"
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Michael.L.Hussey@MCI.Com
TO: Mindy Chapman / MCI ID: 251-5102
TO: Nene Spivy / MCI ID: 200-5092
TO: "Paul.Barrett"
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Paul.Barrett@MCI.Com
TO: Staci Henning / MCI ID: 516-1391
TO: * Susan Platner / MCI ID: 215-7017
TO: Therese Fauerbach / MCI ID: 282-4763
TO: Ann.Peterson
EMS: INNERMAIL / MCI ID: 208-7612
MBX: Ann.Peterson@MCI.Com
Subject: Double Billing Action Plan
Message-Id: 97051322095418/INTERNETGWDG1IG
Source-Msg-Id: <19970513220651.AAA815@localHost>
U-X-Mailer: MailRoom v2.0b

All,

Below is the letter Ameritech just sent explaining exactly what they plan to do. It is pretty much what I said in my note yesterday.

Basically, it is better than what they are doing today, but it is still not the final solution. We are still vulnerable to double billing because this is all a manual process.

If the number of orders that error out are minimal, the process described should work reasonably well. If we run into an instance like we did before where there is a system bug (as opposed to rep errors) and a majority of our orders error

out, we will still be vulnerable to double billing.

I have asked Ameritech to provide us reporting on the number of our orders that error out in their billing process so that we can get a feel for the magnitude of this problem. If we have the appropriate reporting, we can monitor the situation and not wait for customers calling in complaining before we know there is another problem. We will have to keep on top of them to get these reports.

Ameritech has asked that we try this process for a while to see if it works. If it does not work, they will look at other options.

If anyone has any questions, please feel free to give me a call.

Ali

Forwarded message:

Date: Tue, 13 May 1997 19:34:48 +0000
From: "Michael D. Murray " <MICHAEL.D.MURRAY@x400gw.ameritech.com>
Subject: Double Billing Action Plan
To: Ali.Miller@mci.com
Message-Id: <E514ZWVMILNHB@MHS>

VIA E-Mail and US Mail

May 12, 1997

Ms. Ali Miller
707 17TH Street
Denver, CO 80202

Dear Ali,

This letter is intended to provide additional details on the action plans Ameritech has developed to address billing issues. We recognize that there have been situations where service orders, that have errored in our legacy billing system, resulted in Ameritech bills being sent to end users after the account has migrated to MCI.

Our overall goal is to improve the accuracy of all service orders being processed. In order to achieve this goal, we have initiated additional training for our service representatives as we identify practices that generate these fallout conditions. We have also implemented new edits in our mechanized processes that will increase accuracy and ensure that those orders which "flow through" are also without error.

We believe that there will always be a small percentage of orders

Date: Mon May 26, 1997 05:28 pm CDT
Sou[illegible]Date: Sun, 25 May 1997 22:24 -0600 ([illegible]
From: [illegible]li R Miller
[illegible]INNERMAIL / MCI ID: [illegible]612
MBX: [illegible]R.Miller@MCI.C[illegible]

TO: JULIE M PUSE[illegible]ID: 214-9522
TO: Eugene Willia[illegible]I ID: 331-5161
TO: * Ann Lovich[illegible]rson[illegible]I ID: 301-5926
Subject: USOC & B[illegible]ng review s[illegible]ons
Message-Id: 970[illegible]2280972/INTERNETG[illegible]
Source-Msg-Id[illegible]9970526222450.AAC1472@1[illegible]Host>
U-X-Mailer[illegible]ilRoom v2.0b

[illegible]arded message:

Date: Tue, 21 Jan 1997 22:37 -0700 (MST)
From: Ali Miller <Ali.R.Miller@mci.com>
To: DORA.ROSS <DORA.ROSS@x400gw.ameritech.com>
CC: Lavina Lissenburg <Lavina.Lissenburg@MCI.Com>,
Judy Cleland <207-5785@mcimail.com>,
Michelle R. Coughlin <748-0818@mcimail.com>
Subject: USOC & Billing review sessions

Dora,

I have two requests.

1. Can you set up a meeting with your billing folks so that we can walk through the AIT bill. If you got my fax, you can see that the bill has ALOT of mistakes. It would good if we could walk through line by line to understand the charges. Early next week would be good.

2. I would also like to have a review of the USOC codes. We would like to confirm that the usocs we are using are the correct ones for what we think we are ordering. Many times, the descriptions on the web search and the USOC pocket guide do not match the descriptions in the tariff and so we are not sure if we are ordering the right thing. We are also having difficulties finding some of the USOC codes for various products. Towards the end of next week would be good. That will give us enough time to document our questions and forward to you beforehand.

Ali

Date: [illegible]on May 26, 1997 05:28 pm CDT
Source-Da[illegible]un, 25 May 1997 22:24 -0600 (MDT)
From: Al[illegible]iller
EMS: [illegible]MAIL / MCI ID: 208-761[illegible]
MBX: Ali[illegible]iller@MCI.Com

TO: Eugene William[illegible] 331-5161
TO: JULIE M PUSEY / [illegible] 214-9522
TO: * Ann Lovich Pete[illegible] ID: 301-5926
Subject: USOC followu[illegible]
Message-Id: 970526[illegible]04/INTERNETGW[illegible]
Source-Msg-Id: <[illegible]0526222450.AAD1472@[illegible]>
U-X-Mailer: [illegible]oom v2.0b

[illegible]rded message:

[illegible]te: Fri, 21 Feb 1997 16:37 -0700 (MST)
[illegible]: Ali Miller <Ali.R.Miller@mci.com>
Pr[illegible]y: High
To: D[illegible]ROSS <DORA.ROSS@x400gw.ameritech.c[illegible]
CC: Lavin[illegible]issenburg <Lavina.Lissenburg[illegible].Com>,
Michelle [illegible] Coughlin <748-0818@mci[illegible].com>,
Judy Cleland [illegible]07-5785@mcimail.com>
Subject: USOC foll[illegible]?

[illegible]ra,

Still haven't seen any responses for those outstanding USOC questions that were due 2/10. I was on vacation, so maybe I missed them somehow, but if you haven't replied, we need these as soon as possible.

THanks,

Ali
Forwarded message:

Date: Mon, 10 Feb 1997 09:07 -0700 (MST)
From: Ali Miller <Ali.R.Miller@mci.com>
To: Harry Helmich <206-9122@mcimail.com>,
DORA.ROSS <DORA.ROSS@x400gw.ameritech.com>,
Judy Cleland <207-5785@mcimail.com>,
Lavina Lissenburg <Lavina.Lissenburg@MCI.Com>,
Nene Spivy <Nene.Spivy@MCI.Com>,
Michelle R. Coughlin <748-0818@mcimail.com>
CC: Tom Chung <216-0358@mcimail.com>
Subject: USOC meeting summary

All,

Here are the minutes from the 2/6 USOC meeting.

[illegible]meritech Action Items - DUE 2/10
---
o Determine FID or USOC for the following items:

+ Pic Freeze
+ Special Delivery
+ Various flavors of call packs (100, 250, 400)
+ How do we specify the temporary intercept message (two flavors)
"The # you have reached is not in service for incoming calls
"The # you have reached is temporarily disconnected calls are being taken by _____
+ Digitial Trunk - Combination
+ Analog DID Trunk with Call Transfer

- o AIT will provide MCI will the list of USOC codes for all the paths of Remote Call Forwarding
- o AIT and MCI will further discuss the possibility of additional training for MCI for the more complicated products that were discussed at very high level during the initial training.
- o AIT will confirm which USOC is appropriate to order Res and Bus measured rate. The ordering guide indicates 1B8 and RWN. Chuck O. thought it was 1MR and 1MB

o AIT validated that the following USOCs were indeed correct.

Validate the following USOCs are correct

Call Waiting	ESX
Call Screening	NSY
3 Way Calling	ESC
Speed Calling 8 Number List	ESL
Speed Calling 30 Number List	ESF
Call Forwarding (Variable)	ESM
Alternate Answering	EVD
Busy Line transfer	EVB
Automatic Callback per line	NSQ
Repeat Dialing per line	NSS
Automatic Callback per use	n/a
Repeat Dialing per use	n/a
Call Trace	NST
Caller ID	NSD
Caller ID with Name	NMP
Hunting	n/a
Multi Ring Service	
First line	DRS1X
Second line	DRS2X
Call Control	OC4
Message Waiting Indicator	M1W
900/976 blocking	RTV1N
Toll Restriction	RQZXD
Toll Billing	
both	TBEA
3rd party	TBEB
collect	TBEC
Remote Call Forwarding (list forthcoming from AIT)	RCFV+
Non- Published	NPU
Non-Listed	NLT

Additional Listing - Business	CLT
Additional Listing - Residential	RLT
Foreign Additional Listing	FAL
Free Addl. Listing (fire, police)	FLT
Call Return - Blocking per use	HBQ
Repeat Dial - Blocking per use	HBA
PIC Freeze	???
Temporary Intercept Referral	TYS
Intercept Referral Service	RAS
Referral Extension Service	R1AAX
Customer Control Busy Line Transfer	ERB
Customer Control Alternate Answering	ERD
Direct Connect	ODC
Easy Call	WLS
Special Delivery	???
Call Forwarding Remote 1st Path	RCA
Call Forwarding Remote 2nd Path	RCVE
Call Diverting - by Trunk	CQP
Call Diverting - by Trunk Group	CQA
10 Assigned DID station numbers	ND8
10 Reserved DID station numbers	NDV
Digital Trunk - Inbound	T151X
Digital Trunk - Outbound	T150X
Digitial Trunk - Combination	??
Digital DID Trunk	TZJ
Digital DID Trunk With Call Transfer	3CWXA, 3CWXB, 3CWXC (depending on access area)
\nalog Trunk - Inbound	TF81X
Analog Trunk - Outbound	TF80X
Analog Trunk - Combination	TF8
Analog DID Trunk	TKJCX
Digital Interface	TZP

Various other USOC questions
---

1. What is the difference between these USOCs?
   Res Measured Rate 1MR &
   IL Residence One party measured RWN

   Business Measured Rate 1MB &
   IL Business mea 1B8

Follow up required. One usoc indicates in service quantity, the other deals with usage.

2. Do we have to put this on the order or do they automatically come on the line?
   End-User Common Line Single Line 9LM

This automatically comes on the line. Do not need to order. Should probably order touch tone.

3. Are there other common USOCs that we would have to order for the line besides the RWN or the 1B8?

Don't think so.

4. What is the difference between a FID and a USOC?

Generally FIDs are used to further define a USOC. You can have a FID without a USOC and a USOC without a FID or a USOC with a FID.

5. To order a pid number, do we put PID after the feature and then specify the pid number that we want?

Operational question, AIT did not have an answer.